PRV – Enrollment Processing Welcome Letters

Purpose:

The purpose of this procedure is to send welcome letters to new Iowa Medicaid Providers.

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Team.
Secondary Role – Supervisors and Team Leads will be cross-trained in this function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive labels and welcome letters from Core each day. Each set includes:

   a. Two page welcome letter
   b. Provider address label

Step 2: Receive letters created by enrollment staff each day. Documents include:

   a. Waiver Approval services letter (Provider type 99)

Step 3: Remove the letters and labels for provider types 33, 66, 51, 83 and 98, then recycle those letters and labels.

Step 4: Each envelope must include the following

   a. All other provider types other then Waiver use small envelope and include:
   b. Two page welcome letter
   c. Address reference sheet
   d. Do not seal, place flap down
   e. For Provider type 99 (Waiver) use large envelope and include:
       1. Waiver approved services letter
       2. 6-10 claim forms (Targeted Medical Care Claim Form)
       3. Waiver provider manual (Consumer Directed Attendant Care (CDAC) hand book)
       4. Seal envelope

Step 5: Place in out box the following day

Forms/Reports:

Welcome Letter

RFP References:

N/A

Interfaces:

OnBase
Medicaid Management Information System (MMIS)

Attachments:

Process Map

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

Attachment A:

PROCESSING WELCOME LETTERS

ENROLLMENT SPECIALISTS

Receive labels and welcome letter.
1

↓

Receive letters created by enrollment.
2

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Remove and recycle letters.
3

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Prepare envelop with the following content.
4

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Place in box and mail.
5